

# Distribution Center Susquehanna, Pennsylvania

## Award for Installation Excellence goes to DDSP



Above: The Closed-Loop Wood Recycling Lab pallet design is an example of employee initiatives of reinventing government. The Prototype pallet was designed and tested under the authority of the National Partnership for Reinventing Government. The pallet is manufactured using reused lumber at an average cost of \$7.30 which replaced an all-virgin wood pallet at a cost of \$8.50. In order to achieve the results a federal specification had to be changed that allowed a complete design change to occur. Through lab and operational testing, the design was approved and a new NSN was given to the first recycled content pallet that can be procured from private industry. (left to right) Roger Tetzloff and Kevin Jones, Woodworkers, are transporting and building pallets.



Above: The Facility Engineering Division developed projects including the renovation of 141 Family housing units under the \$12,000,000 Whole House Renovation MILCON (photo inset). Construction projects include the \$15,000,000 additional 73,728 square foot high-rise pallet rack area in the Eastern Distribution Center that will provide 26,000 pallet storage locations.



Above Right: The Pick to Pack concept allows the picker to pack small items and send them directly to the relocated Automated Weigh and Offer System (AWOS) stations or if small parcel eligible, they are packed and staged for RPS/DEDEX pickup. Employees were cross-trained in other work functions. This saved \$827,000 annually in man-hours to perform the same function, increased accuracy and accelerated the materiel process to customers. Kim Rathosky, Packer, is consolidating packages at an AWOS station into a multi-wall container for Outloading.



Above Right: The DDSP Customer Assistance Center provides customers with 24 hour, 7 day "one stop shop" to get information related to Distribution, Transportation, Receiving, Storage and Inventory issues with one call. Over twenty DDSP Transportation Assistants use desktop applications to access a variety of tracking systems for all DLA depots. This effort resulted in an annual saving of \$270,000. (shown right to left) Susan McInnes, Deb Hall, and Jenny Walter are Transportation Assistants at the Customer Assistance Center answering customer calls.



Above Left: An internet based system allowed DDSP Transportation Division to improve customer service through total shipping visibility of carrier transit times and reduce transportation costs by diverting premium air shipments. Annie Gensler, Traffic Management Specialist, is shown using the Power Track 2000 on-line system to retrieve and analyze shipping performance data. The initiative reduces labor costs for the carriers and DDSP while eliminating paper billing and billing/payment reconciliation.

## DDSP One of Five DoD Winners

Secretary of Defense, William S. Cohen, announced DDSP as one of five winners of the year 2000 Commander in Chief's Annual Award for Installation Excellence. The other winners were: Picatinny Arsenal, Dover, NJ, Marine Corps Air Station Cherry Point, Havelock, NC, U.S. Naval Air Station, Sigonella, Italy, and Kunsan Air Base, Republic of Korea.

The Office of the Secretary of Defense hosted the 2000 Commander in Chief's award ceremony in the Pentagon Center Courtyard on May 17, 2000.

There were 19 representatives from DDC/DDSP attended as Mr. Randall Yim, Deputy under Secretary of Defense (Installations), welcomed the guests and representatives who were there to "honor the best of the best." Mr. David Oliver, the Principal Deputy Under Secretary of Defense, presented the awards and cited DDSP for its aggressive Recycling Program, reinvention processes, and new ideas. Lt. Gen. Glisson, Director for DLA, stood present as DDSP was honored as the DLA installation winner.

A trophy was given to DDSP along with an Excellent Installation flag and a letter signed by the President complimenting the men and women for their outstanding achievements. These are being displayed in the lobby of Building 2001.

## Award Recognizes Outstanding and Innovative Efforts

The Award for Installation Excellence recognizes the "outstanding and innovative efforts of the people who operate and maintain U.S. military installations. The five recipients of this highly competitive award were selected for their great support of the Department of Defense (DoD) mission. Excellent installations enable better mission performance and enhance the quality of life for military men and women and their families. Each winning installation succeeded in providing excellent working conditions and housing and recreational opportunities."

DDSP is a modern distribution center responsible for providing physical distribution of DoD owned commodities to all branches of the armed forces and other federal agencies throughout the world. DDSP is the largest of 24 DDC distribution depots and an installation where sustained excellence has real meaning to both employees and customers.

Through fiscal year 1999, there have been many notable improvements in the managing of work processes, products and services. DDSP continually places emphasis on improving customer support while reducing workload and costs. The initiatives produced work force involvement and incentives, produced outstanding customer satisfaction ratings and required clear management support. An improved Information Technology (IT) process and connectivity results in \$130,000 annual savings in overall operational cost and 18 percent improvement in processing time. New warehousing automation and mechanization processes saves \$827,000 annually in man-hours to perform the same function with

increased accuracy and processing of materiel to customers.

In addition to its distribution mission, DDSP is responsible for the day-to-day operations and maintenance of the self-contained community within the New Cumberland installation. The work environment and climate is monitored and maintained by dedicated employees who appreciate the value of being good stewards. An aggressive Recycling Program achieved the highest growth during fiscal year 1999 by recycling a total of 5,989 tons of solid waste. DDSP earned the 1999 Pennsylvania Governor's Award for Environmental Excellence in the Recycling and Market Development.

National Performance Review objectives are achieved through two designated Reinvention Labs empowering employees to reinvent government and providing a concrete example of the Defense Logistics Agency's commitment to pollution prevention. The Closed-Loop Wood Recycling Lab and the Targeting 100% Recycled-Content materials in Packaging and Handling Specifications Lab both reduced procurement expense, eliminated landfill cost, decreased future landfill requirements, saved trees, generated income.

DDSP offers facilities and programs designed to improve employee's well-being, and provide motivation and support. Some enable employees to be proactive or recognize individual strengths and abilities; others offer personal guidance or stress reducing recreation. Both the employee and the organization benefit from these programs. The Employee Suggestion Program awarded \$4,500 to employees; the government benefited with over \$21,000 tangible savings. DDSP offers state of the art physical health facilities, programs and activities at a competitive cost to on-base employees, family and local organizations, as well as, free Family Advocacy services based on the principles of safety, personnel preparedness, self-sufficiency, and community cohesion.

As one of South-central Pennsylvania's largest employers, DDSP and our tenant activities take pride in the community service we provide to our neighbors. DDSP donated 158 PCs, 188 monitors, 31 printers and 11 CD-ROMs to the School Donation Program to serve as training tools within the local community. Participation with the local township in an on-going partnership in composting avoided disposal costs in addition to reducing compost/mulch purchased.

The DDSP Commander at the time of the award, Captain Joseph Kenney, SC, USN, stated, "The success we have come to enjoy, and our customers have come to expect, is based on a combination of factors...employee expertise and dedication, dependability, trust, and a spirit of cooperation. These coupled with our facilities and modern technologies, have enabled DDSP to provide first class support for many years. However, the most important factor in making DDSP work has to be our team members, the men and women who give their all, all the time. When the result is support of our military forces, no less than a total effort can be acceptable."

***DDSP continually places emphasis on improving customer support while improving productivity and reducing costs.***